

## **The Role of the Team Knowledge Officers in NHS organisations v.6**

**Objective:** To ensure the input of evidence to enable their team to deliver the best possible patient care.

**Context:**

Team Knowledge Officers (TKOs) will operate across the full range of NHS organisations including: mental health, primary care, acute, social care / joint social care and health.

Key background documents include:

1. NHS NEXT STAGE REVIEW Interim report October 2007<sup>1</sup> (Darzi Report)
2. World Class Commissioning Competencies December 2007 Department of Health / Commissioning<sup>2</sup>
3. In the know - using info to make better decisions: a discussion paper February 2008 Audit Commission
4. Report of the High Level Group on Clinical Effectiveness Chaired by Professor Sir John Tooke: A report to Sir Liam Donaldson Chief Medical Officer 2007 Department of Health
5. Hill, P. Report of a National Review of NHS Health Library Services in England: From knowledge to health in the 21st Century. Report of a National Review of NHS Health Library Services in England: From knowledge to health in the 21st Century. NHS Institute for Innovation and Improvement , 2008.

Recommendation 14 of the Hill Review<sup>3</sup> states that:

**Every clinical or management team in the NHS should identify someone in the team as “Team Knowledge Officer” (or equivalent). The Team Knowledge Officer will have responsibility for ensuring the effective input of evidence to enable the team to function properly.**

**Role:**

Will support the team through:

- ensuring the dissemination of externally and internally generated evidence, research, information, and data
- facilitating knowledge sharing
- participating in horizon scanning by anticipating future service needs

Works in partnership with the CKO<sup>4</sup> by informing him/her about the team’s issues in managing knowledge.

Identifies and participates in relevant networks across the health community in order to make best use of all available information resources

Has an enabling role in supporting excellence by improving:

- awareness of the evidence
- access to the evidence

Identifies relevant colleagues for liaison within and outside the organisation in order to ensure the best use of knowledge and experience including: education and training, library and knowledge services, information departments, and other providers of knowledge.

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<sup>1</sup> [http://www.ournhs.nhs.uk/fromtypepad/283411\\_OurNHS\\_v3acc.pdf](http://www.ournhs.nhs.uk/fromtypepad/283411_OurNHS_v3acc.pdf)

<sup>2</sup> [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080958](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080958)

<sup>3</sup> [http://www.library.nhs.uk/nlhdocs/national\\_library\\_review\\_final\\_report\\_4feb\\_081.pdf](http://www.library.nhs.uk/nlhdocs/national_library_review_final_report_4feb_081.pdf)

See also <http://www.library.nhs.uk/aboutnlh/review>

<sup>4</sup> [http://www.library.nhs.uk/nlhdocs/chief\\_knowledge\\_officer\\_paper.doc](http://www.library.nhs.uk/nlhdocs/chief_knowledge_officer_paper.doc)

Maintains an awareness of relevant developments in health care e.g. within their speciality, within health information / health informatics services

**Personal Qualities:**

Committed to making full use of the team's knowledge for the benefit of patient care and service improvement.

A good range of management skills including:

- excellent communication and interpersonal skills
- planning, prioritisation and organisational skills

Fully understands the complementary nature and value of data, information, research evidence, experience, and the diversity of team members.